

Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A method comprising:

B1 receiving a plurality of task data indicating a plurality of tasks and a plurality of agent data indicating a plurality of agents;

storing the task data and the agent data in a database system; and

assigning respective tasks of the plurality of tasks to at least one of the agents according to workflows, wherein ~~the workflows are user-definable~~ the receiving of the plurality of agent data comprises receiving status messages from the plurality of agents and each status message provides agent availability data that comprises whether an agent of the plurality of agents accepts a task upon a system overloaded condition.

2. (Original) The method of Claim 1 wherein the receiving comprises:

receiving the task data from a plurality of sources.

3. (Original) The method of Claim 2 wherein the plurality of sources comprise heterogeneous media switches.

B\ 4. (Original) The method of Claim 3 wherein each of the heterogeneous media switches is from a group consisting of electronic mail systems, internet live text systems, internet voice transmission systems, telephonic voice systems, telephonic facsimile systems, and voice mail systems.

5. (Canceled) ~~The method of Claim 1 wherein the receiving of the plurality of agent data comprises:~~

~~receiving status messages from the plurality of agents.~~

6. (Currently Amended) The method of Claim 5 1, wherein the status messages designate either busy or available.

7. (Canceled) ~~The method of Claim 5 wherein the status messages provide an agent availability data.~~

8. (Currently Amended) The method of Claim 7 wherein the agent availability data comprises any one of the group including whether the agent is busy, is available, accepts a first type of task, declines a second type of task, and multi-tasks, ~~or accepts a task upon a system overloaded condition.~~

9. (Original) The method of Claim 8 wherein the system overloaded condition is workflow defined.

10. (Previously Presented) The method of Claim 1 wherein the database system comprises:

at least one volatile memory database and at least one writable medium database.

11. (Previously Presented) The method of Claim 10 wherein the volatile memory database and the writable medium database are synchronized.

12. (Canceled)

13. (Original) The method of Claim 1 wherein the assigning comprises:

executing a task queued work flow responsive to receiving the task data;
and

executing an agent availability workflow responsive to receiving the agent data.

B1 14. (Original) The method of Claim 13 wherein the executing of the task queued work flow comprises:

storing the task data as a task entry in the database system;

identifying a first agent of the plurality of agents to handle a first task of the plurality of tasks; and

assigning the first agent the first task.

15. (Original) The method of Claim 14 wherein the identifying comprises:

searching the database system for an agent entry meeting defined criteria.

16. (Original) The method of Claim 15 wherein the assigning comprises:

notifying the first agent to handle the first task; and

receiving a response from the first agent either accepting or declining the first task; and

if the first agent accepts the first task, updating the database system.

17. (Original) The method of Claim 16 wherein the updating of the database system comprises:

modifying the task entry and the agent entry.

18. (Original) The method of Claim 13 wherein the executing of the agent availability workflow comprises:

storing the agent data as an agent entry in the database system;

identifying a first task of the plurality of tasks to be handled by a first agent of the plurality of agents; and

assigning the first task to the first agent.

19. (Original) The method of Claim 18 wherein the identifying comprises:

searching the database system for a task entry meeting defined criteria.

20. (Original) The method of Claim 19 wherein the assigning comprises:

notifying the first agent to handle the first task; and

receiving a response from the first agent either accepting or declining the first task; and

if the first agent accepts the first task, updating the database system.

21. (Original) The method of Claim 20 wherein the updating the database system comprises:

modifying the task entry and the agent entry.

22. (Currently Amended) A system comprising:

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a blending engine coupled to a plurality of media switches such that the blending engine receives a plurality of task data from the plurality of media switches;

a plurality of agent workstations coupled to the blending engine such that the agent workstations provide a plurality of agent data to the blending engine, and the blending engine provides a plurality of task assignments to the agent workstations;

a blending database coupled to the blending engine such that the blending engine and the blending database exchange the agent data and the task data; and

a workflow manager coupled to the blending database and the blending engine such that the workflow manager:

accesses the blending database,

executes workflows and

communicates the task assignments to the blending engine, wherein ~~the workflows are user definable~~ the blending engine to receive the plurality of agent data comprises to receive status messages from the plurality of agents and each status messages provides agent availability data that comprises whether an agent of the plurality of agents accepts a task upon a system overloaded condition

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23. (Canceled)

24. (Original) The system of Claim 23, wherein: each media switch comprises:
an adapter coupled to a media specific queue; and
each media specific queue is coupled to the blending engine.

25. (Original) The system of Claim 23, wherein each media switch provides at least
one connection to one of a group comprising:

an electronic mail system, an internet live text system, an internet voice
transmission system, a telephonic voice system, a telephonic facsimile system,
and a voice mail system.

26. (Original) The system of Claim 23 wherein: each agent workstation comprises:
a desktop helper; and
each desktop helper is coupled to the blending engine via a blending
engine queue.

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27. (Previously Presented) The system of Claim 23 wherein the blending database comprises at least one volatile memory database synchronized with at least one writable medium database.

28. (Original) The system of Claim 27 wherein the blending database stores a plurality of task entries and a plurality of agent entries.

29. (Previously Presented) The system of Claim 28 wherein the volatile memory database is a superset of the writable medium database.

30. (Original) The system of Claim 28 wherein the volatile memory database stores a blending engine queue data and a plurality of media specific queue data.

31. (Previously Presented) The system of Claim 28, wherein to accesses the blending database comprises:

reading the task entries and the agent entries.

32. (Original) A machine readable medium having stored thereon instructions which when executed by a processor cause the machine to perform operations comprising:

receiving a plurality of task data indicating a plurality of tasks and a plurality of agent data indicating a plurality of agents;

B1 storing the task data and the agent data in a database system; and assigning respective tasks of the plurality of tasks to at least one of the agents ~~according to workflows,~~ the receiving a plurality of agent data comprises receiving status messages from the plurality of agents and each status message provides agent availability data that comprises whether an agent of the plurality of agents accepts a task upon a system overloaded condition.

33. (Original) The machine readable medium of Claim 32 wherein receiving comprises:

receiving the task data from a plurality of sources.

34. (Original) The machine readable medium of Claim 33 wherein the plurality of sources comprise heterogeneous media switches.

35. (Original) The machine readable medium of Claim 34 wherein each of the heterogeneous media switches is from a group consisting of electronic mail systems, internet live text systems, internet voice transmission systems, telephonic voice systems, telephonic facsimile systems, and voice mail systems.

B1 36. (Canceled) ~~The machine readable medium of Claim 32 wherein the receiving a plurality of agent data comprises:~~

~~receiving status messages from the plurality of agents.~~

37. (Currently Amended) The machine readable medium of Claim 36, 32 wherein the status messages designate either busy or available.

38. (Canceled) ~~The machine readable medium of Claim 36 wherein the status messages provide an agent availability data.~~

39. (Currently Amended) The machine readable medium of Claim 38 wherein the agent availability data comprises any one of the group including whether the agent is busy, available, accepts a first type of task, declines a second type of task, and multi-tasks, ~~or accepts a task upon a system overloaded condition.~~

40. (Original) The machine readable medium of Claim 39 wherein the system overloaded condition is workflow defined.

41. (Previously Presented) The machine readable medium of Claim 32 wherein the database system comprises:

B1 at least one volatile memory database and at least one writable medium database.

42. (Previously Presented) The machine readable medium of Claim 41 wherein the volatile memory database and the writable medium database are synchronized.

43. (Canceled)

44. (Original) The machine readable medium of Claim 42 wherein the assigning comprises:

executing a task queued work flow responsive to receiving the task data;

and

executing an agent availability workflow responsive to receiving the agent data.

45. (Original) The machine readable medium of Claim 44 wherein the executing a task queued work flow comprises:

storing the task data as a task entry in the database system;

identifying a first agent of the agents to handle a first task of the plurality
of tasks; and

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assigning the first agent the first task.

46. (Original) The machine readable medium of Claim 45 wherein the identifying
comprises:

searching the database system for an agent entry meeting defined criteria.

47. (Original) The machine readable medium of Claim 46 wherein the assigning
comprises:

notifying the first agent to handle the first task; and

receiving a response from the first agent either accepting or declining the
first task; and

if the first agent accepts the first task, updating the database system.

48. (Original) The machine readable medium of Claim 47 wherein the updating the
database system comprises:

modifying the task entry and the agent entry.

49. (Original) The machine readable medium of Claim 44 wherein the executing an agent availability workflow comprises:

storing the agent data as an agent entry in the database system;

identifying a first task of the plurality of tasks to be handled by a first agent of the plurality of agents;

assigning the first task to the first agent.

50. (Original) The machine readable medium of Claim 49 wherein the identifying comprises:

searching the database system for a task entry meeting defined criteria.

51. (Original) The machine readable medium of Claim 50 wherein the assigning comprises:

notifying the first agent to handle the first task; and

receiving a response from the first agent either accepting or declining the first task; and

if the first agent accepts the first task, updating the database system.

52. (Original) The machine readable medium of Claim 51 wherein the updating the database system comprises:

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modifying the task entry and the agent entry.
